From:

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To:

"'dwhitis@mail.state.tn.us'" <dwhitis@mail.state.t...

Date:

4/18/00 11:25am

Subject:

NorthPoint Communications, Inc. (00-00049)

Mr. Whitis:

In response to the Tennessee Regulatory Authority's inquiries regarding NorthPoint Communications' customer complaint history, NorthPoint submits the following listing of complaints received by the New York Public Service Commission, the nature of each complaint and the resolution of each complaint. As is evident from this listing, most complaints involve services provided by Bell Atlantic, the incumbent carrier in New York.

Additionally, in response to the Tennessee Regulatory Authority's inquiries regarding reciprocal compensation as a factor in the consolidated financial statements of NorthPoint Communications Group, Inc. submitted in support of this Application, NorthPoint states that reciprocal compensation is not factored into the consolidated financial statements of NorthPoint Communications Group, Inc. nor into any NorthPoint financial statements or documentation submitted to the Tennessee Regulatory Authority.

If you have any questions regarding this submission, please do not hesitate to contact me.

<<NorthPoint New York Complaints.DOC>>

The e-mail address and domain name of the sender changed on November 1, 1999. Please update your records.

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Thank you.

For more information about Piper Marbury Rudnick & Wolfe, please visit us at http://www.piperrudnick.com/



CC: "'hwalker@bccb.com'" <hwalker@bccb.com>

New York Commission Complaints:

07/07/99 – Berstein Computer Company – Case Number 909855

Complaint:

Customer filed complaint against NorthPoint with the New York Public Service Commission on 7/7/99. Customer stated that the Company applied for service 5 weeks ago and no lines have been installed to date.

Resolution:

NP's investigation revealed that Bell Atlantic provisioning department delayed installation. Service was established on 8/5/99. No further action required.

08/19/99 - Apperture by Kenneth Trippel - Case Number 912521

Complaint:

Customer filed complaint regarding service and installation. Each time a technician was out to repair one problem, the technician created another.

Resolution:

NP's investigation revealed that complaint should have been directed towards Bell Atlantic-NY. Customer has service as of 08/10/00. This matter was resolved and no further action required.

10/13/99 - Kit Halsted - Case Number 915891

Complaint:

Disruption of service.

Resolution:

Customer's service was disrupted due to a requested Partner change (ISP). BA processed as customer change as a disconnect order at that time NP placed a new order for service. Service to customer was reinstated on 9/21/99. This matter was resolved and not further action required.

12/30/99 - Marianna Kats - Case Number 920989

Complaint:

Customer had appointment for installation of DSL line on 12/27/99. Customer states that BA technician never showed up on 12/27/99, rescheduled appointment to 1/10/00. Customer stated that BA truck "sat" in front of her building for 1.5 hours.

Resolution:

Researched complaint, BA technician stated there was no access at subscriber's location. Rescheduled appointment of 1/11/00. BA tech stated that they would need to install a new riser at location, would have to advise BA engineering. BA provisioning called NP and would need permission letter from building owner to access DMARC located inside building. Service established on 03/31/00. No further action is required.

10/14/99- Ethan Fuinneran – Case Number 916055

Complaint:

Customer filed complaint against NorthPoint with the New York Public Service Commission on 10/14/99. Customer ordered DSL service from ISP in 8/99.

Resolution:

Investigation by NP revealed that complaint should have been directed at Bell Atlantic-New York. Service for this customer was provided on 10/12/99. This matter was resolved and no further action required.

11/24/99 - Time Zone International by Silke Gondlf - Case Number 918720

Complaint:

Filed complaint stating that DSL service was ordered on 6/30/99.

Resolution:

It has been determined that BA delayed service to end-user. Service to customer was established on 12/02/99. This matter was resolved and no further action required.

12/02/99 – Angelo Bello – Case Number 919123

Complaint:

Customer ordered DSL, complaint based on installation issues. BA Technician came out to customers' residence to install wiring, work was incomplete.

Resolution:

Service delayed due to incomplete wiring work by Bell Atlantic-NY. BA stated problem with access to feeder cable and order placed on an already "busy" component of BA's infrastructure. Service order to BA submitted by NP on 3 different occasions. Customer received service on 01/19/00. This matter was resolved and no further action required.

12/21/99 - Ernest Vega - Case Number 920446

Complaint:

Customer incurred delays with the installation of his DSL, ordered 9/99.

Resolution:

Spoke with Customer, stated that complaint was not against NPC, but against BA. Complaint was resolved no further actions required.

03/27/00 - Robert McCambridge - Case Number 006051

Complaint:

Customer expected service by 3/24/00. Called NP for BA service #, NP Customer Rep. gave him BA work order number. Customer called BA and BA Rep. "hung-up" on him.

Resolution:

BA inaccurate about services available to end-user. Issue has been escalated within BA to determine proper provisioning.